

Health Home Learning Collaborative

Evidence-based Guidelines
Live Demo of Member Websites

January 24, 2022

This Training is a Collaborative Effort Between the Managed Care Organizations and Iowa Medicaid Enterprise

Iowa Medicaid Enterprise

Pamela Lester

plester@dhs.state.ia.us

LeAnn Moskowitz

lmuskow@dhs.state.ia.us

Heidi Weaver

hweaver@dhs.state.ia.us

Iowa Total Care

Bill Ocker

Bill.J.Ocker@IowaTotalCare.com

Tori Reicherts

Tori.Reicherts@IowaTotalCare.com

Amerigroup

Katie Sargent

katie.sargent@amerigroup.com

Sara Hackbart

sara.hackbart@amerigroup.com

David Klinkenborg

david.klinkenborg@amerigroup.com

AGENDA

1. Introductions
2. Evidence-based Guidelines / MCO Member Websites...Sara Hackbart, AGP and Bill Ocker, ITC
3. Questions/Open Discussion.....All

(Open discussion on current issues or barriers, potentially leading to future monthly topics)

Coming up (Subject to Change):

- February 21st Transitional Care
- March 21st Care Coordination

Logistics

- Mute your line
- Do not put us on hold
- We expect attendance and engagement
- Type questions in the chat as you think of them and we will address them at the end.

Learning Objectives

- Review how to access Clinical Practice Guidelines
- Live demo of MCO member websites and resources

Health Home Service

IHH State Plan Amendment:

- IHH Standards

- Coordinate and provide access to high quality health care services informed by evidence-based clinical practice guidelines
- High quality health care services informed by evidence-based clinical practice guidelines
- Incorporate tools and evidenced-based guidelines designed for identifying care opportunities across the age and diagnostic continuum, integrating clinical practices, and coordinating care with other providers
- Monitor, arrange, and evaluate appropriate evidence-based and evidence informed preventive services

Health Home Service

IHH State Plan Amendment:

- **Care Management**
 - Continuous claims-based monitoring of care to ensure evidence-based guidelines are being addressed with members /families
 - A member website
- **Care Coordination**
 - The establishment of an EHR system will assist care coordinators with maintaining a comprehensive medication list, allow providers access to evidenced-based decisions and assist with referral protocols.
- **Health Promotion**
 - Providing health education to members and family members about preventing and managing chronic conditions using evidence-based sources

Health Home Service

IHH State Plan Amendment:

- Individual and Family Support
 - An IHH member website is available to all IHH enrollees, potential enrollees, their families and supports. The member website contains evidence-based health information about medical and behavioral conditions, medications, and treatment options as well as resources and links for national and local support programs and resources.
- Referral to Community Resources
 - Evidence-based care guidelines are also provided for use by Health Home teams and providers
 - The IHH member website is available to all IHH enrollees, their families and supports as well as providers and Health Home teams. It contains links for information about community and national support services and resources.

Amerigroup

AGP Provider Website

Amerigroup | Iowa Providers
An Anthem Company

Resources ▾ Claims ▾ Patient Care ▾ Eligibility & Pharmacy ▾ Communications ▾ Our Network ▾ Members

Welcome, providers!

Here you will find resources that help healthcare professionals do what they do best — care for our members.

At Amerigroup Iowa, Inc., we value your partnership as a provider in our network. That's why we've redesigned the provider site to make it more useful for you and easier to use.

Interested in joining our provider network? We look forward to working with you to provide quality services to our members.

[Join our network](#)

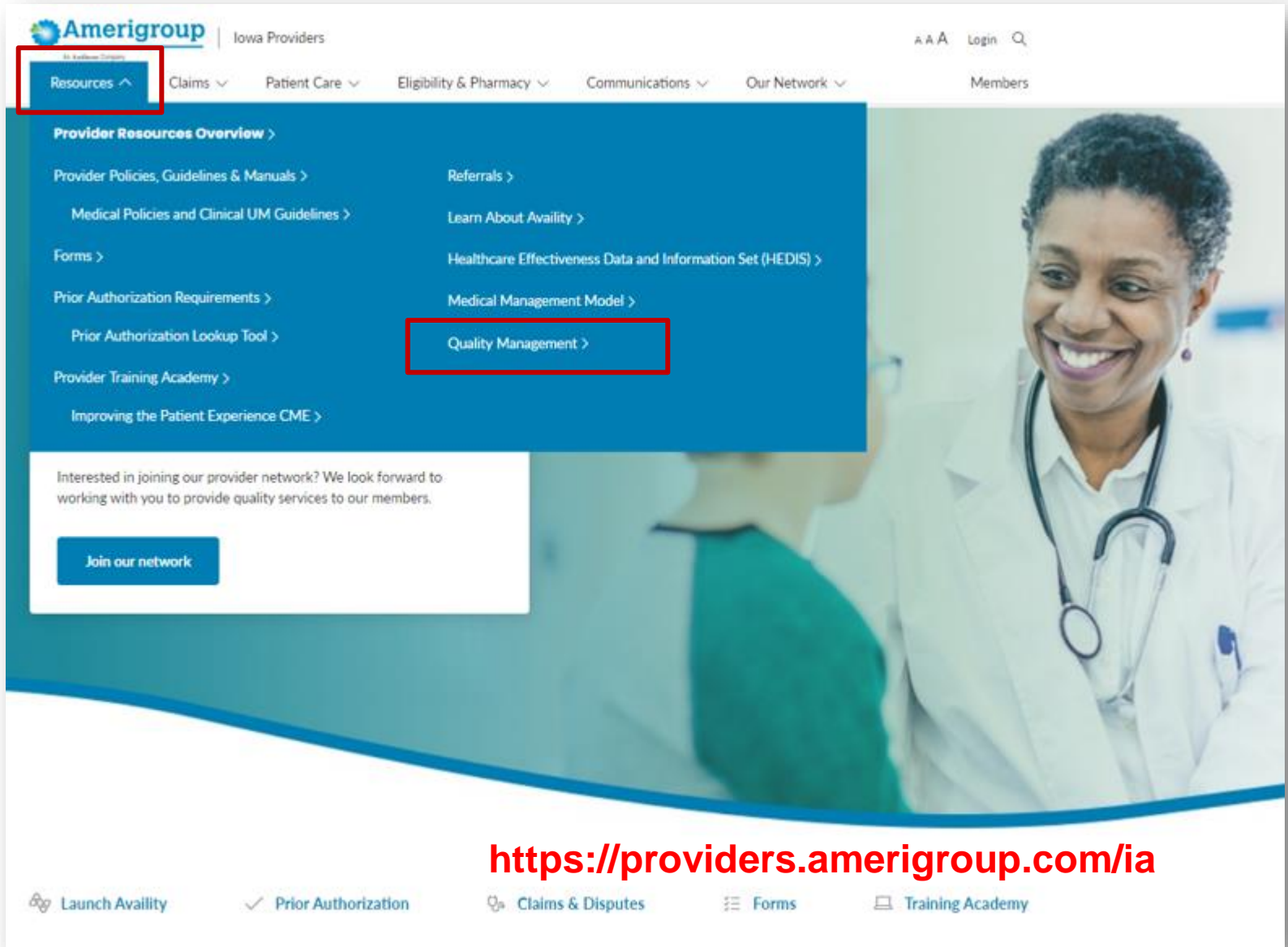
Launch Availability Prior Authorization Claims & Disputes Forms Training Academy

COVID-19 information

Amerigroup is closely monitoring COVID-19 developments and how the novel coronavirus will impact our customers and provider partners.

<https://providers.amerigroup.com/ia>

AGP Provider Website



The screenshot displays the Amerigroup Iowa Providers website. The top navigation bar includes the Amerigroup logo, "Iowa Providers", and links for "Resources", "Claims", "Patient Care", "Eligibility & Pharmacy", "Communications", "Our Network", and "Members". The "Resources" link is highlighted with a red box. Below the navigation bar, the "Provider Resources Overview" section is visible, containing links for "Provider Policies, Guidelines & Manuals", "Medical Policies and Clinical UM Guidelines", "Forms", "Prior Authorization Requirements", "Prior Authorization Lookup Tool", "Provider Training Academy", "Improving the Patient Experience CME", "Referrals", "Learn About Availability", "Healthcare Effectiveness Data and Information Set (HEDIS)", "Medical Management Model", and "Quality Management". The "Quality Management" link is highlighted with a red box. A banner image of a smiling female doctor is on the right. At the bottom, a white box contains the text "Interested in joining our provider network? We look forward to working with you to provide quality services to our members." and a "Join our network" button. The footer includes icons and labels for "Launch Availability", "Prior Authorization", "Claims & Disputes", "Forms", and "Training Academy".

<https://providers.amerigroup.com/ia>

The screenshot displays the Amerigroup Iowa Providers website. The header includes the Amerigroup logo (An Anthem Company), the text "Iowa Providers", and navigation links for Resources, Claims, Patient Care, Eligibility & Pharmacy, Communications, Our Network, and Members. A search icon and "Login" link are also present. The main content area features a large teal banner with the title "Quality Management". Below this, a paragraph states: "Amerigroup Iowa, Inc. maintains a comprehensive quality management (QM) program to objectively monitor and systematically evaluate the care and service provided to members. The scope and content of the program reflects the demographic and epidemiological needs of the population served. Studies are planned across the continuum of care and service, with ongoing proactive evaluation and refinement of the program." A section titled "Related information" contains two links: "Medical management model" and "The Healthcare Effectiveness Data and Information Set (HEDIS®)". To the right, a box lists four additional resources: "Medicaid QM Desktop Reference Guide", "HEDIS Benchmarks and Coding Guidelines", "Clinical Practice Guidelines Matrix", and "Preventive Health Guidelines".

Amerigroup | Iowa Providers AAA Login

Resources ▾ Claims ▾ Patient Care ▾ Eligibility & Pharmacy ▾ Communications ▾ Our Network ▾ Members

Quality Management

Amerigroup Iowa, Inc. maintains a comprehensive quality management (QM) program to objectively monitor and systematically evaluate the care and service provided to members. The scope and content of the program reflects the demographic and epidemiological needs of the population served. Studies are planned across the continuum of care and service, with ongoing proactive evaluation and refinement of the program.

Related information

[Medical management model](#)

[The Healthcare Effectiveness Data and Information Set \(HEDIS®\)](#)

- [Medicaid QM Desktop Reference Guide](#)
- [HEDIS Benchmarks and Coding Guidelines](#)
- [Clinical Practice Guidelines Matrix](#)
- [Preventive Health Guidelines](#)

<https://providers.amerigroup.com/ia>

AGP Provider Website

<https://providers.amerigroup.com/ia>

- Quality Management
 - Medicaid QM Quality Desktop Reference Guide
 - Quick overview of HEDIS and CAHPS measures
 - HEDIS Benchmarks and Coding Guidelines
 - Helpful for Gap in Care reports
 - Clinical Practice Guidelines Matrix
 - The latest standards for treating the most common and serious illnesses
 - Preventative Health Guidelines
 - Member facing document



Amerigroup Iowa, Inc: Focused on your health

We've been helping Iowa families get and stay healthy since 2016. Let us help you get the most from your health benefits.

Stay informed about Coronavirus (COVID-19)

Have questions about COVID-19 vaccines? Visit our COVID-19 Resource Center for more information.

[COVID-19 Resources](#)

[Stay informed – activate your online account.](#)

Pick the right plan for you:

IA Health Link

The new IA Health Link program was built just for you – because your health is important. Let us help you make the most of your benefits.



[Find out more](#) →

Hawki

For children age 19 and younger who don't have health insurance



[Find out more](#) →

Health & Wellness Plan

For people ages 19-64 who meet specific income requirements



[Find out more](#) →

Tools

[Find a Doctor](#)



[How to Enroll](#)



[How to Renew](#)



[Mobile App](#)



Have you completed your health risk assessment?

[Complete it now!](#)

Updates and reminders

Get the Amerigroup mobile app!

Manage your health from your phone with the Amerigroup mobile app! Call a nurse anytime, day or night, at the press of a button to answer your health questions. View your ID card to make check-in easier at your doctor visit or to fill prescriptions. Search for a nearby doctor or hospital. It's all at the tip of your fingers!

[Get the app](#) 📱

Get help finding free or low-cost services near you

Use our Community Resource Link for local help finding food, housing and other things you might need. [Search now](#)



www.myamerigroup.com/ia

AGP Member Website



Iowa

Benefits Apply Care Get Help

A A A

Español

Login

[Home](#) > [Benefits](#) >

IA Health Link

IA Health Link, the new Medicaid program in Iowa, means new plans, new services and new choices for you and your family. But some things never change. At Amerigroup, our members come first. Let us help you get the most out of this great new program.

Benefits Overview



Extra Benefits



Pharmacy & Prescription Drugs



Transportation



Member Handbook



Consumer Choices Option



Tools

Find a Doctor



How to Enroll



Mobile App



Announcements

Thinking about pregnancy?
[Learn more.](#)

Need help with something? Contact Member Services. You can [live chat](#) with a representative or [send us a secure message](#) once you log in. You can also call 1-800-600-4441 (TTY 711) to request materials in another language or format including audio, braille, or large print.

[Get help in another language](#)

[Privacy](#) | [Terms of Use](#) | [Report Waste, Fraud or Abuse](#) | [Accessibility](#)
| [Our Quality Standards](#)



Non Discrimination Policy

[English](#)
 [Spanish](#)



www.myamerigroup.com/ia

AGP Member Website

www.myamerigroup.com/ia

- Landing page:
 - Benefits overview, extra benefits, pharmacy and prescription drugs, transportation, member handbook, consumer choice options
- Drop down headings:
 - Benefits, apply, care, get help
- Member portal login

Log in to your member account

Not signed up? [Register now](#)

Username

Password



**Forgot Username
or Password**

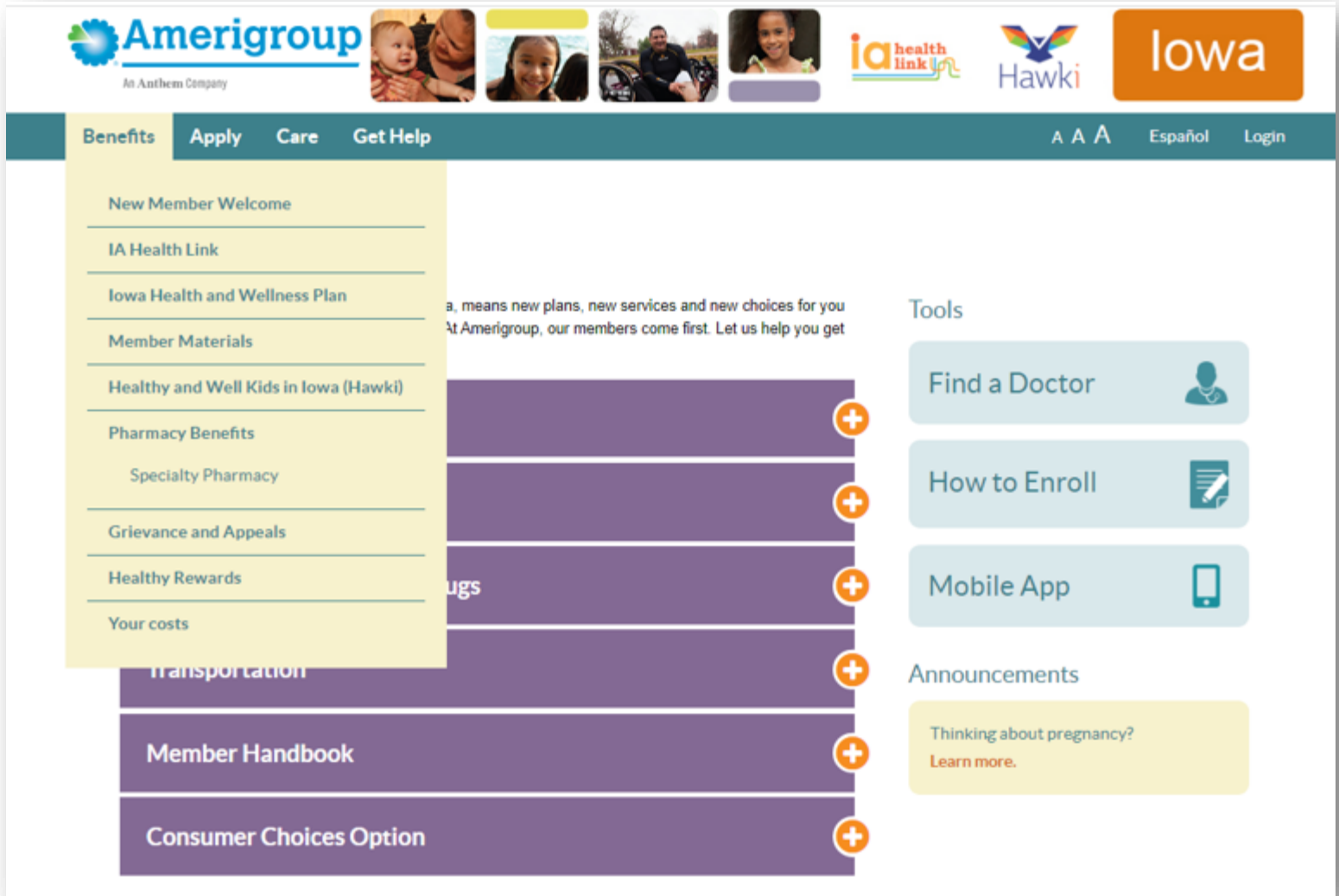
Submit

With access to your secure account, you can:

- Change your primary care provider.
- View or print your member ID card.
- Manage your IngenioRx Pharmacy prescriptions, if applicable.
- Update your contact info.
- Chat with a live person or send us a secure message.
- Request a call back from Member Services.

You will need your member ID number to register (located on your member ID card).

AGP Member Website



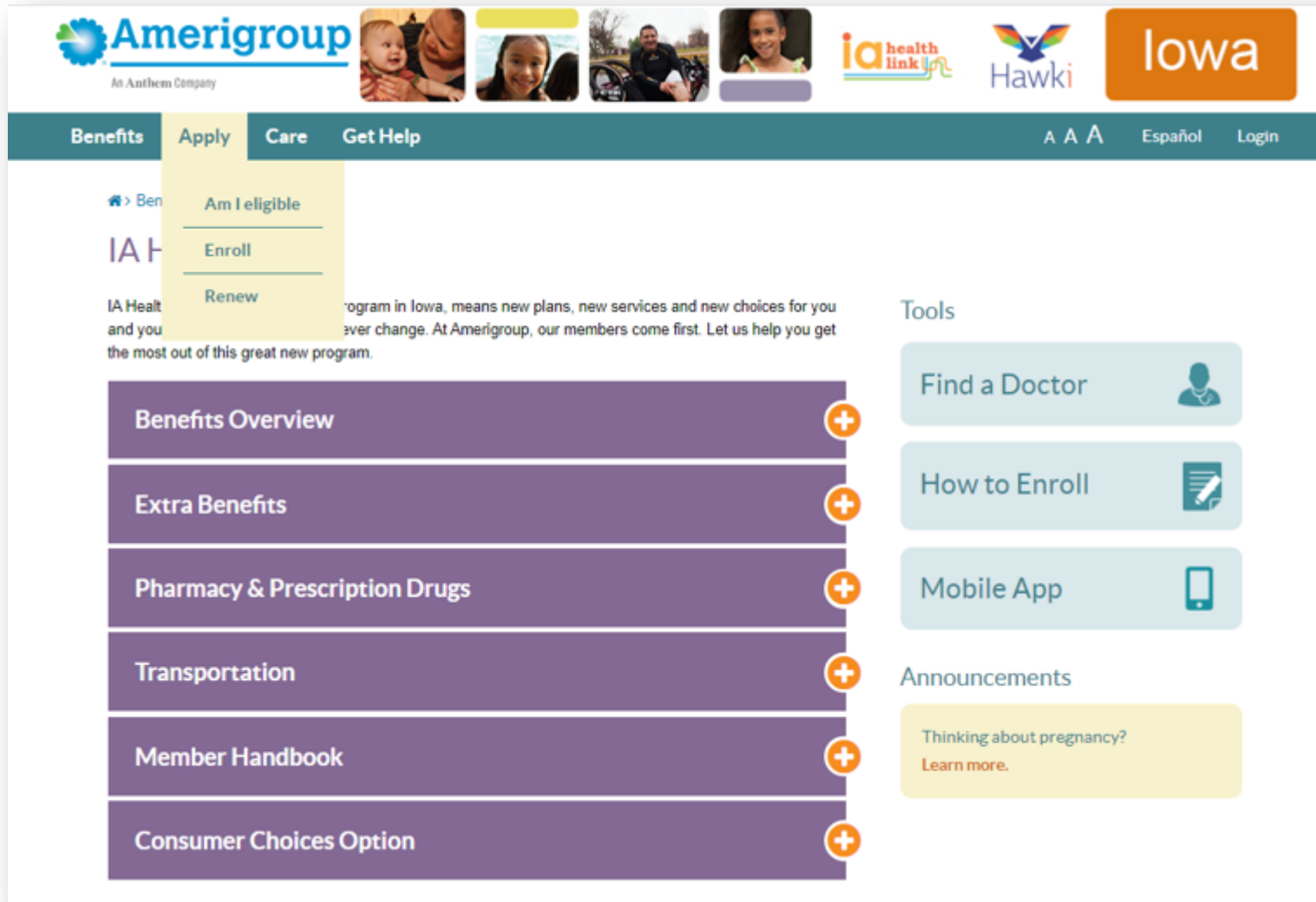
The screenshot displays the AGP Member Website interface. At the top, the Amerigroup logo is accompanied by the text "An Anthem Company". To the right of the logo are four small photographs of diverse individuals. Further right are the "ia health link" and "Hawki" logos, followed by a large orange button labeled "Iowa". Below the header is a teal navigation bar with the links "Benefits", "Apply", "Care", and "Get Help". On the right side of this bar are links for "A A A", "Español", and "Login".

The "Benefits" dropdown menu is open, showing a list of options: "New Member Welcome", "IA Health Link", "Iowa Health and Wellness Plan", "Member Materials", "Healthy and Well Kids in Iowa (Hawki)", "Pharmacy Benefits", "Specialty Pharmacy", "Grievance and Appeals", "Healthy Rewards", "Your costs", "Transportation", "Member Handbook", and "Consumer Choices Option". Each item in the list is preceded by a small orange circle containing a white plus sign.

Below the navigation bar, a section titled "Tools" contains three buttons: "Find a Doctor" (with a doctor icon), "How to Enroll" (with a document icon), and "Mobile App" (with a smartphone icon). Below this is an "Announcements" section featuring a yellow box with the text "Thinking about pregnancy? Learn more."

On the right side of the page, there is a vertical list of purple buttons, each with a white plus sign in an orange circle. The visible text for these buttons includes "a, means new plans, new services and new choices for you", "At Amerigroup, our members come first. Let us help you get", "ugs", "Transportation", "Member Handbook", and "Consumer Choices Option".

AGP Member Website



The screenshot displays the Amerigroup AGP Member Website. At the top, the Amerigroup logo (An Anthem Company) is on the left, followed by a row of five small photos of diverse people. To the right are logos for 'ia health link', 'Hawki', and an orange 'Iowa' button. Below this is a teal navigation bar with links: Benefits, Apply, Care, and Get Help. On the right side of the bar are font size controls (A A A), 'Español', and 'Login'. The 'Apply' link is highlighted, and a dropdown menu shows 'Am I eligible', 'Enroll', and 'Renew'. Below the navigation bar, a section titled 'IA Health' contains a paragraph about the program in Iowa. To the right of this is a 'Tools' section with three buttons: 'Find a Doctor' (with a doctor icon), 'How to Enroll' (with a document icon), and 'Mobile App' (with a phone icon). Below the tools is an 'Announcements' section with a yellow box that says 'Thinking about pregnancy? Learn more.' On the left side of the main content area, there is a vertical list of six purple buttons with orange plus icons: 'Benefits Overview', 'Extra Benefits', 'Pharmacy & Prescription Drugs', 'Transportation', 'Member Handbook', and 'Consumer Choices Option'.

AGP Member Website

Amerigroup
An Anthem Company

ia health link

Hawki

Iowa

Benefits Apply **Care** Get Help A A A Español Login

> Benefits >

IA Health

IA Health Link, the new way to get care and your family. But the most out of this go

3, new services and new choices for you members come first. Let us help you get

Benefits Overview

Extra Benefits

Pharmacy & Prescription Drugs

Transportation

Member Handbook

Consumer Choices Option

Care

- Find Doctors & Locations
- Referrals and Preapproval
- Getting Care 24/7
- CommonGround Library
 - Healing and Recovery
 - Managing symptoms
 - Restoring Mental Health
 - Building healthy habits

Tools

- Find a Doctor
- How to Enroll
- Mobile App

Announcements

Thinking about pregnancy?
[Learn more.](#)

AGP Member Website

The screenshot displays the AGP Member Website interface. At the top, the Amerigroup logo (An Anthem Company) is on the left, followed by a row of five small photos of diverse people. To the right are logos for 'ia health link', 'Hawki', and an orange 'Iowa' button. Below this is a teal navigation bar with links: Benefits, Apply, Care, Get Help, A A A, Español, and Login. The 'Get Help' dropdown menu is open, listing: Contact Us, Local Resources, Health & Wellness, Pregnancy Health, Health A to Z, Wellness Resources, Manage Your Condition, Useful Apps, Frequently Asked Questions, and Be ready, be healthy. The main content area features a 'Benefits Overview' section with a list of links: Benefits Overview, Extra Benefits, Pharmacy & Prescriptions, Transportation, Member Handbook, and Consumer Choices Option. To the right, there's a 'Tools' section with 'Find a Doctor', 'How to Enroll', and 'Mobile App'. Below that is an 'Announcements' section with a link 'Thinking about pregnancy? Learn more.'

Iowa Total Care

Iowa Total Care Provider Website

- <https://www.iowatotalcare.com/providers.html>
 - Log In
 - Training
 - Forms
 - Resources

FOR MEMBERS

FOR PROVIDERS

ABOUT US

CONTACT US

FOR PROVIDERS

For Providers

Portal Login

If you are a contracted Iowa Total Care provider, you can register now. If you are a non-contracted provider, you will be able to register after you submit your first claim.

Login/Register

Join Our Network

Thank you for your interest in becoming an Iowa Total Care network provider. We look forward to working with you to improve the health of the community.

Join Our Network

Iowa Total Care Provider Website

FOR PROVIDERS

Sign Up for Provider Emails

Welcome to Iowa Total Care!

Login

Become a Provider +

Prior Authorization Check +

Pharmacy

Contracting & Credentialing +

Electronic Visit Verification

Provider Resources +

Provider Trainings & Webinars +

Quality Improvement Program +

Forms, Manuals and Resources

Provider Alerts

Provider Watch & Report

System Configuration Updates

Stakeholder Advisory Board

Coronavirus Information for Providers



Log In

Username (Email)

LOG IN

[Create New Account](#)

Iowa Total Care Member Website



[Home](#) [For Members](#) [Find A Provider](#) [About Us](#) [Careers](#) [Contact](#)

Contrast ☐ On ☒ Off a a a language▼

FOR MEMBERS

FOR PROVIDERS

ABOUT US

CONTACT US

Get Health
Insurance in Iowa
with Total Care

Transforming the Health of Our
Community One Person at a
Time



The Interoperability & Patient Access Rule

You are now able to view your health information from a third-party app on a mobile device or PC! Check out the [Interoperability page](#) to learn more.

Iowa Total Care Member Website

MEDICAID PLAN

Login

Find a Provider



Frequently Asked Questions

How to Enroll

Benefits and Services



Member Resources



Pregnancy Resources

Health & Wellness Topics



Helpful Links

Medicaid News

Events

How to Renew

Are You Taking Advantage of All We Have to Offer?

Be Well. Eat Well.

Member Quick Links



FIND A PROVIDER



BENEFITS & SERVICES



MY HEALTH PAYS REWARDS



COMPLETE A HEALTH RISK SCREENING

How To Renew

The Iowa Department of Human Services (DHS) will send you a Medicaid renewal form every 12 months. DHS mails out the renewal form one year from the date of your original application.

Medicaid renewal is **required** to evaluate your eligibility for Medicaid. Renewals must be completed directly with Iowa Medicaid. If you have questions about your renewal, contact your local DHS office at the number listed on your renewal form.

Check Eligibility

How To Apply

In order to enroll in our plan, you must apply for and be eligible for Medicaid. If you are eligible, the Department of Human Services will send you a letter to let you know. Then you can choose which health plan is best for you.

Apply for Benefits

Member Coronavirus Guide

Member Coronavirus Guide

Iowa Total Care Member Website

Login

Login

Member Portal

Create your own online account today! It's free and easy!

You will have access to your health care information. View claims, get a new ID card, update your information and more!

Login

Find A Doctor

Use this [online tool](#) to find doctors, hospitals, pharmacies and specialty providers in our network.



Iowa Total Care provides physical health services, behavioral health services, Long Term Services and Support (LTSS) and community benefits.

Program eligibility depends on your age, income, family size and any special health needs you may have.

If you do not know what program you are enrolled in, [contact us](#). We can help!

Iowa Total Care Member Website

Create Your Account

Let's get started - creating an account is quick and easy.

Email

First Name

Last Name

Language Preference

Password

Passwords must be at least 8 characters and include three of the four items below:

- One uppercase letter
- One lowercase letter
- One number
- One special character (For example: &, \$, !, *)

CREATE ACCOUNT

CANCEL

Already have an account? [Log In](#)



Log In

Username (Email)

LOG IN

Member Resources

Benefits and Services +

Member Resources -

Welcome Members

Member Handbook, Manuals and Forms +

Advance Directives

Grievances and Appeals

Stakeholder Advisory Board

Member Rights and Responsibilities

Newsletters +

Notice of Privacy

Quality Improvement Program

Reporting Fraud, Waste and Abuse

Transition of Care

Reporting Abuse

Get the Most from Your Coverage

Mobile App

Doc's Kids Club

Interoperability and Patient Access

Member Resources

Iowa Total Care is committed to providing our members with the resources they need to ensure the best possible care. In this section, we provide information and resources. This includes the member handbook, forms, and more.

If you need help understanding any of the information, please call us at 1-833-404-1061 (TTY: 711).

Don't forget, you also have access to helpful tools through your Iowa Total Care online account.

If you are looking for a case manager, please contact:

- 1-833-404-1061 (TTY: 711), Option 2, then Option 4, or
- ITC_LTSS@IowaTotalCare.com

Krames Online

Browse the Library



HealthSheets™

Adhering to the principles of health literacy, this extensive library of evidence-based, peer-reviewed information was written specifically for patients and covers diseases and conditions, diagnoses and treatments, surgeries and procedures, and wellness and safety for people of all ages and walks of life.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Click a letter to see a list of conditions beginning with that letter.



Medications

This comprehensive drug reference answers your medication questions: 33,000 prescriptions, over-the-counter products, and nutraceuticals.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Click a letter to see a list of medications beginning with that letter.

Krames Online

HealthSheets™

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Click a letter to see a list of conditions beginning with that letter.

Understanding Schizophrenia

Schizophrenia is a severe and puzzling brain disorder. It dramatically changes the way a person thinks, acts, and feels. It can disrupt each life it touches. And it can cause great emotional pain. If a loved one has schizophrenia, don't lose hope. Right now, there is no cure. But treatment may help ease symptoms. There are also many support services for people with this condition and their families.



What are the symptoms?

The symptoms of schizophrenia can vary greatly. People with the disorder may see or hear things that aren't there. Or they may firmly believe something that isn't true. At times they may be quiet, listless, and withdrawn. They may have little eye contact, and may not seem to respond. At other times, they might talk or act in strange ways.

Who does it affect?

Schizophrenia affects both men and women. It can strike people of all races, cultures, and incomes. Sadly, it often begins in early adulthood. It may occur when young people are still in school. They may not have learned certain life skills. And they might not have a chance to build careers or lasting relationships.

What causes it?

The causes of schizophrenia aren't fully known. It's likely that many factors are involved. For example, schizophrenia seems to run in families. The disorder may be triggered by traumatic events. Certain brain chemicals also play a role. And brain structure is different in people with schizophrenia.

Krames Online

Medications

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Click a letter to see a list of medications beginning with that letter.

Haldol Injection 5 mg/mL

Uses

This medicine is used for the following purposes:

- nausea and vomiting
- psychosis
- Tourette's disorder

Instructions

This medicine is given as an injection into a muscle.

It is important that you keep taking each dose of this medicine on time even if you are feeling well.

If you miss a dose, contact your doctor for instructions.

Please tell your doctor and pharmacist about all the medicines you take. Include both prescription and over-the-counter medicines. Also tell them about any vitamins, herbal medicines, or anything else you take for your health.

If your symptoms do not improve or they worsen while on this medicine, contact your doctor.

Do not suddenly stop taking this medicine. Check with your doctor before stopping.

It is very important that you follow your doctor's instructions for all blood tests.

It is very important that you keep all appointments for medical exams and tests while on this medicine.

Questions?

Open Discussion

Thank you!